The Chair advised the Board that Bob McKenzie has sadly died on Monday 3 November 2014. Bob had played an integral part in tenant participation and would be sorely missed. The Chair asked that condolences be passed to the family.

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1. **Apologies**

   Jane Steer (Chair: Tenancy Standards Panel) (JS), Frank Feldman (Chair: Leaseholders Standards Panel) (FF), Mike Carr (Chair: Repair Standards Panel & Involvement Standards Panel) (MC), Mike Fulcher (MF).

2. **Minutes of last meeting and Matters arising**

   Minutes of the last meeting were approved. Noted

3. **Feedback from the Chairs of the Standards Panels**

   **Involvement Standards Panel (ISP)**

   The Chair of the ISP was not present and asked for the following statement to be read out.

   At next Thursdays ISP we will be looking at whether it is possible to have involvement, engagement and empowerment within co-regulation within housing services, well that’s what is planned we will have to wait and see if officers will find a way to change this.

   Concerns were raised at this statement in particular that this Panel is Noted
now less inclusive, deep concerns over the agenda and format.

The Chair advised that having read the minutes of the last ISP meeting, the comments that residents would not be involved in the review of the Tenant & Leaseholder Agreement was incorrect. The Chair also had concerns about the personal criticism of officers.

HH advised that he was most dissatisfied with the way that the ISP is being chaired and does not agree with the way it is being controlled. These concerns have been raised with the Council.

**Repairs Standards Panel**
The Chair of the RSP was not present and asked for the following statement to be read out.

At the first real RSP meeting held for over two years, it become clear that something called a core group has undone a lot of the hard work that Kier, tenants, leaseholders and the old HPS achieved, it would seem that there is a relaxing of operatives carrying ID, playing radios presumably to bring Kier Harlow in line with the standards of Decent Homes. There have also been changes to the content of repairs PI's and the way they are presented to RSP.

JPr advised that he was only aware of one recent incident where out of date ID was presented and the radio was being played.

SC advised that he did not recognise these comments.

The Chair of the ISP and RSP also asked for the following statement to be read out.

Was the interface between the standard panels and the portfolio holder, the standard panel chairs informed, advised and provided any support the portfolio holder needed at cabinet and full council.

- Partridge Court and Kathrin’s house
- Participation structure under co-regulation
- Councils report to its tenant’s
- Asset management plan in the run up to self-financing.
- The rent increase letter amongst others that had to be re-written

At the last HSB meeting the portfolio holder said the HSB and officers are going to put together a structure for increasing involvement.

- Firstly - how can housing services involve more tenants when they cannot effectively engage with the few involved tenant’s they already have.
- Secondly – over the years it’s been housing services that has always stopped any new methods of involvement such as, using the internet and working outside of but reporting to the standard panel structure, unless they are controlling it, which
is not part of co-regulation.
- Thirdly – the council set up ‘sounding board’ they have promoted it, they have an unknown membership, but as far we can tell has only been used once and received only two responses.

The Chair advised that he will be seeking further clarification on these points.

**Finance Standards Panel**
The Panel continues to be unhappy with the HRA paying for Harlow Times but this has now been accepted.

**Leaseholders Standards Panel**
No report was available.

**Tenancy Standards Panel**
No report was available

**Sheltered Housing Standards Panel**
No report was available.

**Environment Service Improvement Team**
Nothing to report.

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<th>4. Panels Workplan</th>
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<th>5. Cabinet Workplan 2012/13</th>
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<td>Noted</td>
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<td>Garage Strategy Plan is now expected in December 2014.</td>
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<th>6. Current Consultations</th>
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<td><strong>Right to Move</strong></td>
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<td>Paper was presented and accepted.</td>
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<td>Due to the short time in responding to the consultation, it was not passed to the TSP, however it had been presented to the Harlow Homeless Partnership.</td>
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<tr>
<td>The Council is supportive of the proposals which support people into work and to promote employment opportunities wherever possible.</td>
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<th>7. Briefing Note:</th>
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<td><strong>Tenant &amp; Leaseholder Engagement Review Brief</strong></td>
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<td>This is a scheduled triennial review to establish a revised policy</td>
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framework. The review will be outsourced via a tender who will look at the current approach used, review the objectives and ask key questions on the following:

- What resources are required and is it value for money
- Look at the effectiveness of engagement
- How can involvement be widened
- How can representation be increased.

The aim of the tender is to ensure that the Council can seek support in order to review effectively the current arrangements by receiving quality independent advice, guidance and support, as well as an appraisal which will form decisions on strengthening future activity. The review will also look at the barriers being faced, widen representation in Harlow and encourage new representative to get involved.

**Round Table Review**

JP presented the final paper on the Round Table review. The final report had taken account of feedback and comments from the tenant representatives on the proposed way forward and what the agenda should include. Further discussions then took place in relation to the cancellation of the November meeting, format of future meetings, agenda items and how this would align with the work of the Repairs Standards Panel. Further suggestions and comments were made and will be incorporated into the work methods of the Round Table Review Group. The new Terms of Reference and proposed way forward on how the group would run was agreed and confirmation given that the first meeting of the new Round Table format would be implemented at the December meeting.

### 8. **Landlords Survey**

Biennial Independent Landlord survey, using the same model that was prepared in co-regulation with tenant and leaseholder representatives, members and staff in 2012, with minor amendments.

### 9. **Modern Homes Performance update**

Due to the changes outlined in the briefing note, performance data will be provided to the relevant panel.

### 10. **Business Plan Review Timetable**

Noted

### 11. **Formal Questions and Answers**

None

### 12. **Any other Business**

Question was raised as to the rights of a tenant if they were to be moved out of a property and the area was developed by a Housing
If the tenant moves back a property owned by a Housing Association, the tenancy would be with them. If however the tenant wished to remain with Harlow Council then the tenant would be rehoused into a Council property.

The Date of the Next meeting is 2 December 2014.

**Background Papers**

NB: These are papers referred to in the minutes of this meeting and are not attached as appendices but that are available for the public or Councillors to study.

Reports:
*Tenant & Leaseholder Engagement Review Brief*
*Round Table Review*